



ST. CHARLES

AMBULANCE SERVICE

Dedicated to Excellence in Quality Pre-Hospital Care to Residents of Winona County!



Thank you for your interest in the St. Charles Ambulance!



A B O U T U S

Our service was started in the early 1970's and has gone through many changes over the years.

The one constant that remains are the **volunteers** who care so very much about our community. Our agency is now responding to around 300-350 calls annually! Our primary service area (PSA) is over 100+ square miles and includes the City of St. Charles and Townships of Saratoga, Elba, and St. Charles. We provide Basic Life Support care to around 5,600 residents in Winona County. We cover 10+ miles of Highway 14 and Interstate 90 as well as Whitewater State Park.

We respond to all types of medical and traumatic emergencies! Our PSA includes a large nursing home facility as well as an assisted living facility.





It is our mission to provide quality care!

It is our mission to give our patients the best treatment possible!

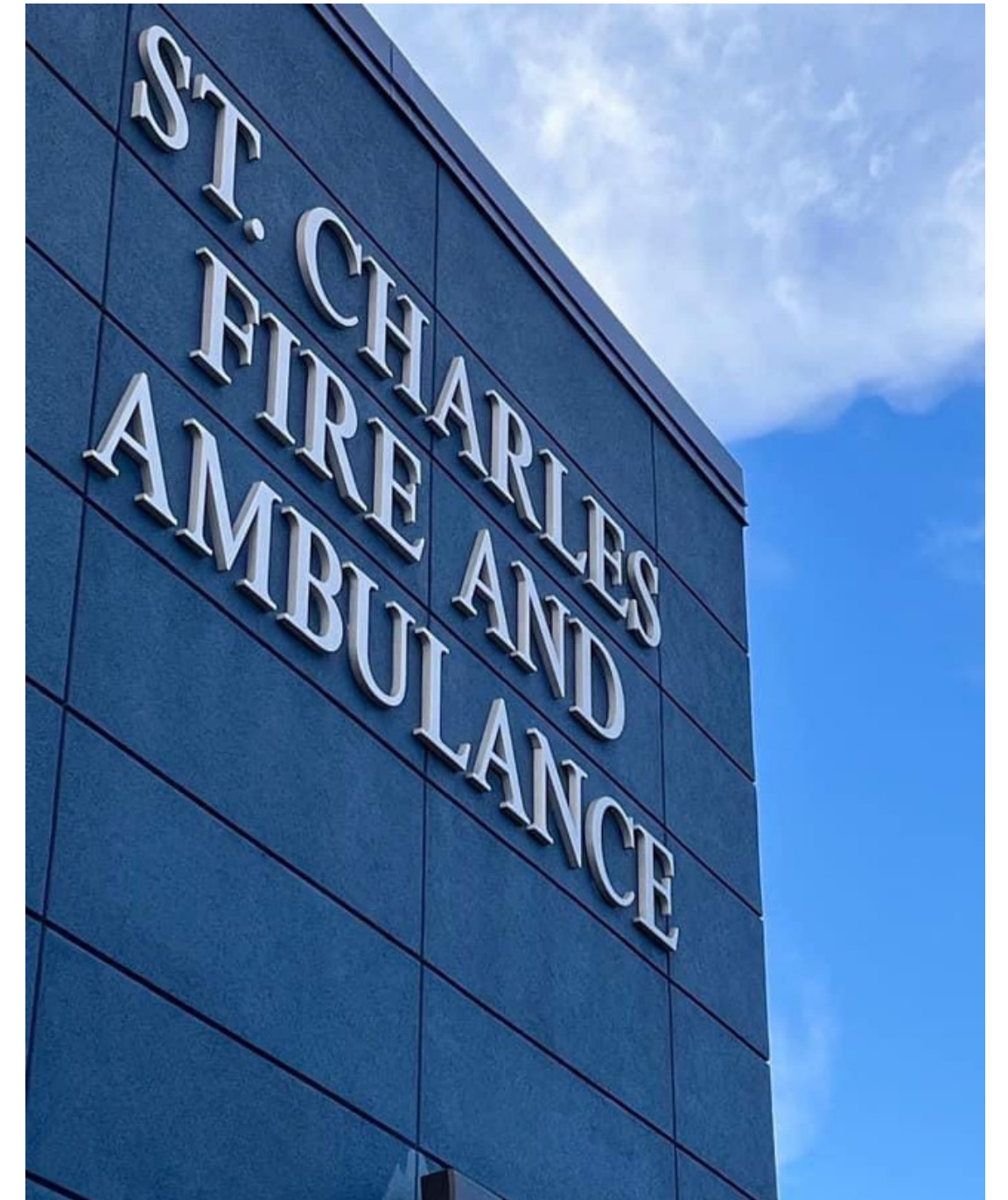
St. Charles Ambulance is a volunteer service that provides Basic Life Support (BLS) and works with Mayo Clinic Ambulance & Mayo One Helicopter when Advanced Life Support is necessary. We primarily transport to St. Mary's- Rochester. We also transport patients to Olmsted Medical Center in Rochester, Winona Health and Gundersen La Crosse.

The crew currently consists of 15 EMTs, 4 EMRs, 2 Paramedics and 1 recruit in training. At times, we have staff from Lewiston Ambulance also assist with on-call coverage. Along with our BLS License, we hold several variances. **Members are trained to administer Nitroglycerin, Baby Aspirin, Oral Glucose, Glucagon IM, Epinephrine Auto-Injectors, and Albuterol. We are trained in the insertion of the i-Gel Airways, IVs, and we also carry CPAP's.** In August of 2014, we received a grant to purchase a Zoll Cardiac Monitor which allows us to do 12 Lead EKG monitoring. In March of 2017, the service received a Lucas 3 Chest Compression device. This device will provide compressions during a cardiac arrest allowing our crew to complete other tasks. The service also carries a hardship variance which allows us to run a call with 1 EMT and 1 EMR if needed.

PUBLIC SAFETY BUILDING

In 2016, the City of St. Charles constructed a new public safety facility that houses both the Ambulance & Fire Department.

Both departments have garages for the Emergency Vehicles, offices, a shared kitchen, and a conference room/training room. The new facility also provides 3 sleeping quarters for members who live outside of town along with showers and a crew living quarters. The new building was a much-needed upgrade and will serve our departments well for years to come!





COLLABORATION



Staffing rural Ambulances continues to be a struggle across the entire State of MN. This requires services to think outside the box and [the City of St. Charles & the City of Lewiston are attempting to lead the charge.](#) On 10/1/22 the City of Lewiston took ownership of the St. Charles Ambulance license with the MN EMSRB. This will allow St. Charles to evaluate and build our service back without any regulatory board consequences. It also allows us to operate our ambulance, staff it when we can, and preserve our identity.

The current St. Charles Ambulance volunteers signed on with the City of Lewiston and are now operating under Lewiston Ambulance's leadership. Our goal is to restructure and take back our license sometime in the future. The Lewiston Ambulance Director, Matt Essig, is now serving as the Ambulance Director for St. Charles staff as well. This is a full-time position within the City of Lewiston that runs the day-to-day operations of both departments. All new applicants for St. Charles will become City of Lewiston employees during this transition.

LOCAL DEPARTMENTS

The annual Winona County Fair is held each year in July, and we assist in providing EMS coverage at the event in conjunction with Winona County. We work closely with the St. Charles Police Dept. as well as St. Charles Fire/Rescue. Our local police department responds to all emergencies with us when they are available. St. Charles Fire Dept. will assist us whenever needed and they also provide first response in our PSA when we are unavailable. There are currently 9 people who are members of both the St. Charles Ambulance & Fire Department.

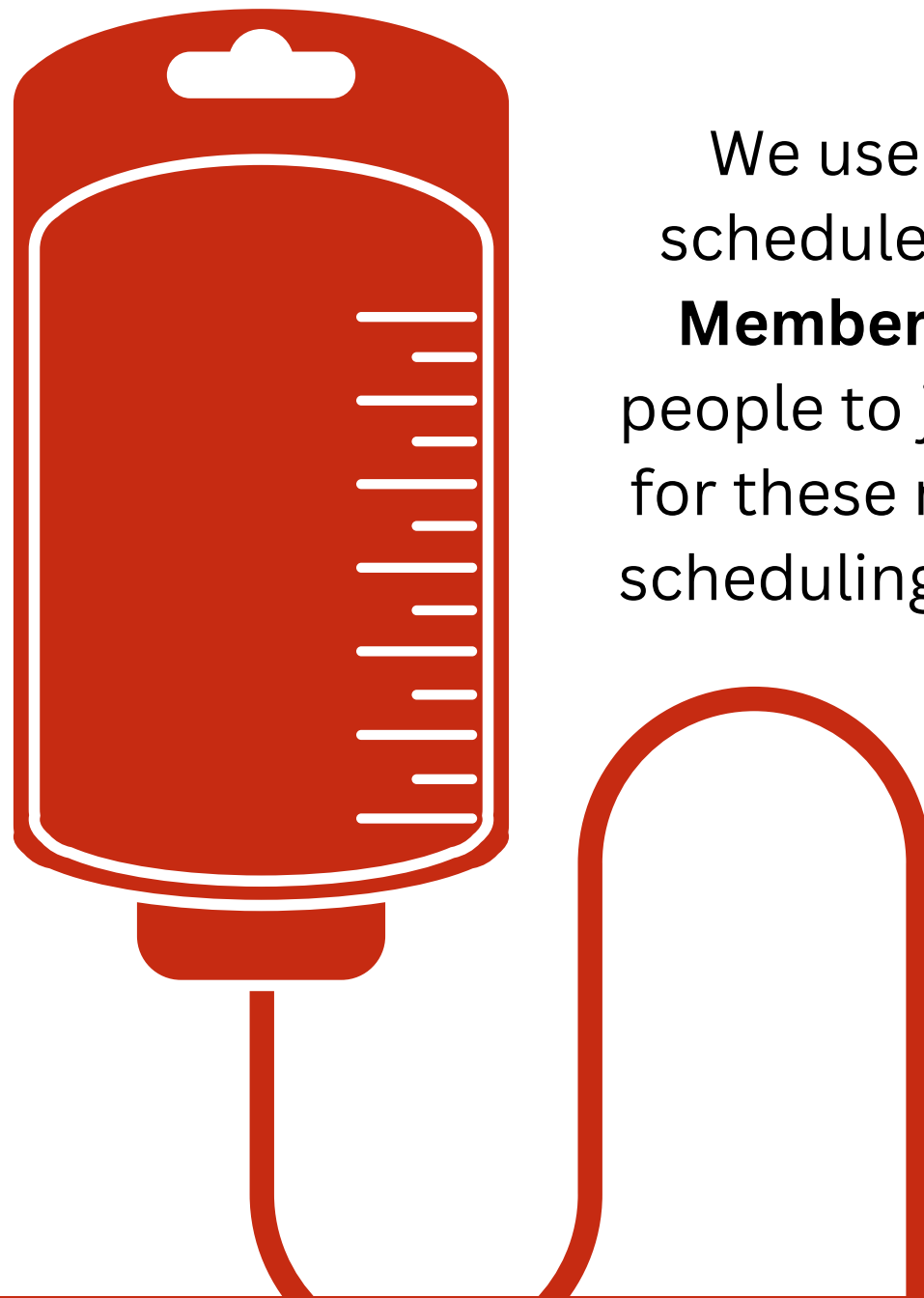


COMMITMENT

It is our goal that every member on the service takes call time on a monthly basis. Members are required to be on call for a minimum of **36** hours per month. However, there are opportunities to take much more than the required 36 hours and these hours can be split into multiple different shifts!

We use a scheduling software called Aladtec which allows each member to view their schedule and sign up for shifts when they are able to! This allows for flexible scheduling! **Members must be within 5 minutes of the station when they are “on call”.** We do allow people to join who do not live in the City of St. Charles. We provide sleeping/living quarters for these members at the public safety facility. The Ambulance Director handles all on call scheduling and tries to accommodate the schedules of all volunteers when problems arise.

Continuing education of our members is extremely important! Monthly meetings and trainings are held every 2nd Wednesday of the month at 7pm. Southeast Emergency Medical Services (SE EMS) provides 5 trainings a year and the other trainings are conducted by our Training Officer and/or Ambulance Director.



COMPENSATION

Members Receive:

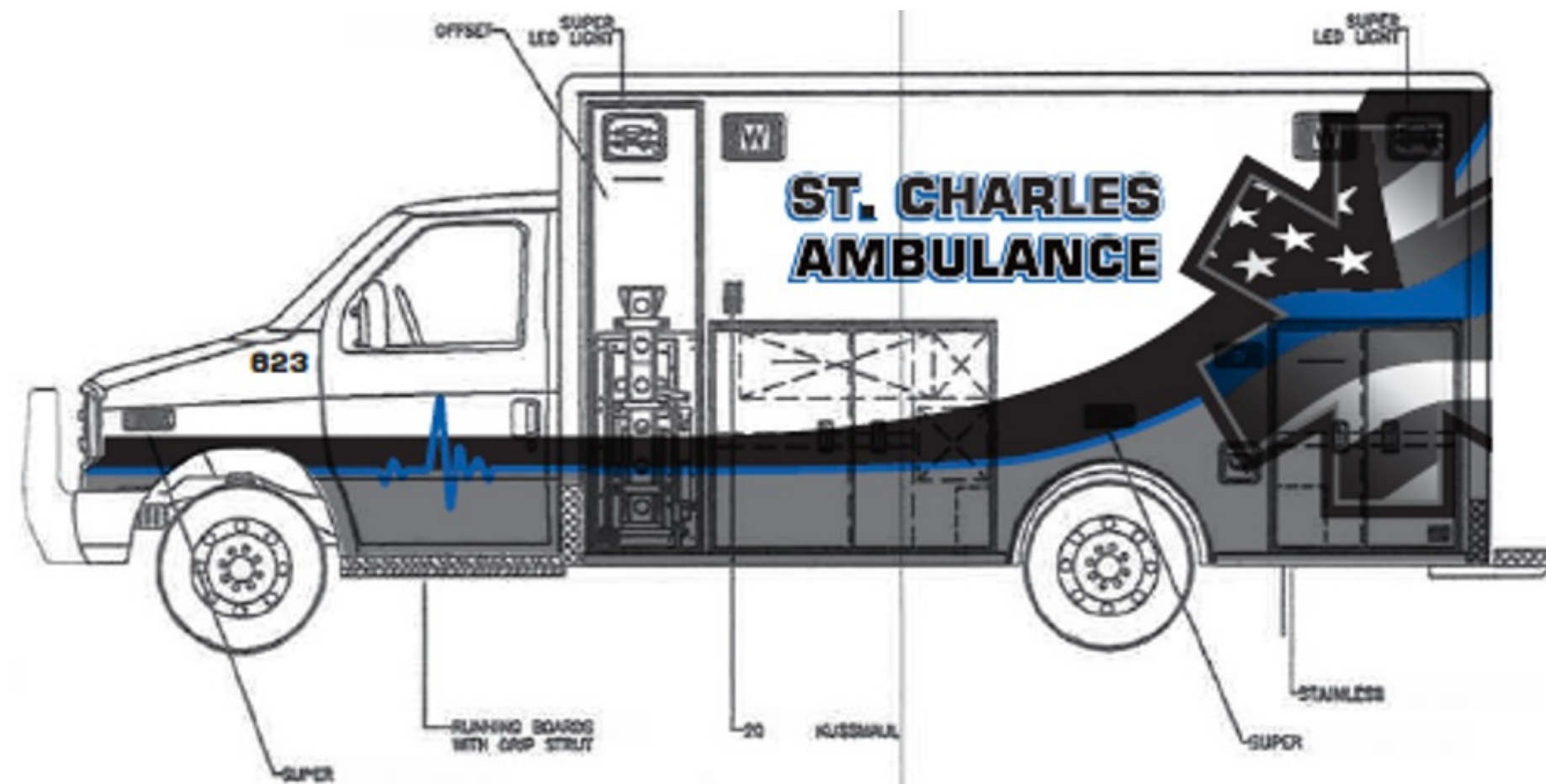
- \$1.50/hour for call time during the weekday hours of 0600 Monday through 1800 on Friday
- \$2/hour for call time during the weekend hours of 1800 Friday through 0600 on Monday
- \$4/hour for call time on holidays designated by the service
- \$30 per call for transports to the hospital and \$20 per call with no transport
- Clothing allowance stipend for being present at training which is awarded at the end of the calendar year
- New members receive additional clothing items when they are hired



OUR AMBULANCES



The service currently operates a 2006 Ford E450 with a Horton Box. In December of 2022, the City of St. Charles approved to remount the box from our 2009 vehicle. The new truck should arrive in June of 2023 and will have many new safety improvements along with a Stryker Power Load Device. Each member of the service is trained as Certified Emergency Vehicle Operators which we will provide!



EMS CERTIFICATIONS

EMERGENCY MEDICAL RESPONDER (EMR)

The EMR Class is a 40-50 Hour course that teaches the very basics of pre-hospital care.

The EMR will normally drive the ambulance and assist the EMT with patient care. You will need to pass the psychomotor skills test and course written exam for State Certification.

EMERGENCY MEDICAL TECHNICIAN (EMT)

The EMT Class is a 160-180 hour course and is the **preferred certification** that we hire. The EMT class is challenging, but rewarding. You will need to pass the psychomotor skills test and the Nationally Registered written exam. On successful completion of the skills exam and written test, you will become a Nationally Registered EMT and receive a State of MN certification.

Previous Medical Experience is **NOT** required to obtain either of these certifications. People interested in joining our service must complete an application, interview and background check. New recruits are then sent to a class. After successful completion of the EMR or EMT class, we continue to train new members until they are comfortable and confident with their job duties.





WHY VOLUNTEER?

We hope you strongly consider becoming a member of our team!

Being part of a volunteer Ambulance is a major commitment, but it is extremely rewarding. It provides opportunities to give back to our community when they need it most, gain new skills, and continue personal development. **You become part of the EMS Family!** Whether you are just looking to help out the community or gain more experience in EMS, the opportunities are endless. We look forward to meeting with you soon!

**What if you call
9-1-1 and no one
answers?**

**Help answer the
call today!**



FREQUENTLY ASKED QUESTIONS

DO YOU NEED PRIOR EXPERIENCE OR MEDICAL BACKGROUND TO JOIN A VOLUNTEER AMBULANCE?

NO, ABSOLUTELY NOT! Most of our members have had little to no previous medical background. The classes we send you to are designed to teach people with no prior experience. Through classes and hands-on experience and training, you will be prepared to treat and care for patients experiencing all sorts of emergencies and transport them safely to the hospital.

WHAT IF I CAN'T HANDLE BLOOD? I CAN'T BE ON THE SERVICE...

What you see in the movies and on TV are not typically realistic. Yes, we could see blood on an incident, but this is actually a rare occurrence. Most of our calls are pretty basic. We also schedule in teams of 2-3 members and use each other's strengths as a team to accomplish the mission! **You are not alone!**



FREQUENTLY ASKED QUESTIONS

AREN'T THERE PLENTY OF OTHER PEOPLE IN THE COMMUNITY THAT HAVE TIME TO BE ON THE AMBULANCE?

Rural EMS is struggling across the country and this specific problem hits home right here in St. Charles. This is why the City of St. Charles had to transfer ownership of their license to the City of Lewiston. We need 25 to 30 members to run the Ambulance successfully and we currently have around 15 people. There is no obligation for a city to have an Ambulance Service but without one, people in our community will wait longer for the care they need from surrounding towns. This also puts strain on the surrounding services. If you won't do it.....who will? **What if you called 911 and nobody came?**

WHAT IF I CAN'T HANDLE THE STRESS OR PRESSURE OF BEING ON THE AMBULANCE?

This is why we train! This is why you go through class and after the class, our experienced members continue to work with you. When you join our team, you become part of our **EMS family**. Families stick together and care for each other!



FREQUENTLY ASKED QUESTIONS

DO I HAVE TO BE AT THE STATION WHEN I'M ON CALL FOR THE AMBULANCE?

We require the on-call crew to be within 5 minutes of the station. If you live in the City of St. Charles, this would likely allow you to be on-call while you are at home. We do provide living quarters for members coming from out of town.

HOW OLD DO YOU HAVE TO BE TO JOIN THE AMBULANCE?

We require new members to be 18 years old.

DO I HAVE TO PAY FOR THE TRAINING?

Nope! Upon successful hiring, the service will pay for the entire cost of the training and test fees. In return, we ask each new member to make a **2-year** commitment to the service as we are investing \$1200-\$1600 in you.



FREQUENTLY ASKED QUESTIONS

WHAT IF I DON'T HAVE ENOUGH TIME TO BE ON THE AMBULANCE?

There's no lie that joining an Ambulance is a commitment. However, the biggest commitment is getting through the class. Once class is finished and you've passed your certification the time commitment becomes much less. Members are required to be on call for a minimum of 36 hours a month and we train just 1 night per month. We realize that everyone is busy and we strive to be organized and efficient because we know everyone's time is important to them.

WHAT CAN I DO IF I AM STILL ON THE FENCE?

We have a ride along program available for the public if you'd like to see what we do before deciding. Connect with our director and fill out a ridealong application to see what being on the Ambulance is really like.



ONE TEAM. ONE MISSION.

Please reach out to our Ambulance Director at 507-523-2982 or email ambulance@stcharlesmn.org



STILL UNSURE?

PLEASE REACH OUT TO US! WE WOULD LOVE TO TALK TO YOU ABOUT HOW BEING A PART OF AN AMBULANCE SERVICE WORKS. COME TAKE A TOUR OF OUR PUBLIC SERVICE BUILDING, MEET SOME OF THE MEMBERS, AND DO A RIDEALONG!





THANK YOU!

WILL YOU ANSWER THE CALL?